

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No.

00-0643
ICC Office Use Only

Please provide the appropriate information in the () areas in the heading below.

Contact Communications, Inc. :

Application for a certificate of
local authority :

to operate as a reseller and facilities
based carrier of telecommunications
services in the :
State of Illinois. :

ILLINOIS
COMMERCE COMMISSION
JUN 4 12 33 PM '93
CHIEF CLERK'S OFFICE

**~~AMENDED~~ APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**

(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 830329862

Contact Communications, Inc.

Address: Street 937 West Main Street

City Riverton State/Zip WY 82501

2. Authority Requested: (Mark all that apply) 13-403 Facilities Based Interexchange

13-404 Resale of Local and/or Interexchange

X 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

X Part 710 Uniform System of Accounts for Telecommunications Carriers
Systems of accounting will be conducted at the headquarters in Wyoming. It would be unduly cumbersome to establish an individual accounting system for each individual state.

X Part 735 Procedures Governing the Establishment of Credit, Billing,

ICD, DSL, and modem access service is provided to internet service providers on a wholesale basis. Therefore, these sections are irrelevant to the company's service provided.

Other

- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
- (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
- (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
- (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

- The company will offer its services statewide.

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

7. Please check type of organization?

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois. **Applicant's certificate of authority is still pending. A copy will be submitted as soon as it is available.**

- Wyoming_____

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

____ YES (Please provide details) X NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

____ YES X NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

 X YES _____ NO

If YES, please list.

In Wyoming, the company has provided service as Contact Communications.____

13. Will the Applicant keep its books and records in Illinois? _____ YES X NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

Contact Communications hereby requests permission from the Commission pursuant to 83 Ill. Adm Code part 250 to keep its books out of state since the billing will be conducted out of its headquarters in Wyoming.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

15. List officers of Applicant.

____ Steve Mossbrook – President/ Treasurer

____ Arlen Taggart – Vice President

____ Sandy Mossbrook - Secretary_

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? X YES _____ NO

If YES, list entity. Wyoming.com, an interned service provider _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

The company will provide wholesale internet services consisting of internet call diversion, DSL, and modem access to internet service providers. Therefore, billing will consist of monthly statements sent to contracted internet service providers. Costs will be based on the number of end users served.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

The Operational Support Services of Contact Communications is responsible for delegating all complaints to the appropriate staff member(s). This customer support is available 24 hours a day and seven days a week for service, billing and repair questions. Once the problem is identified and cannot be solved promptly, an estimate of the time needed to solve the problem is given to the customer. If this timeframe is unacceptable or is not met, the customer is encouraged to contact the Commission for assistance.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

800-747-8183 or 307-856-6400

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Contact Communications does not intend to initially provide service directly to end users on a retail basis. The company will provide advanced data services including ICD and DSL on a wholesale basis. Therefore, the company currently has no procedures to prevent slamming or cramming. At such time that the company intends to offer retail services it will implement whatever procedure the commission recommends.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO These are currently being prepared.

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

The company plans to co-locate DSL access multipliers and modem access concentrators at local exchange central offices to provide internet call diversion (ICD), DSL, and other advanced data service primarily on a wholesale basis to internet service providers. Equipment includes Nortel Network's CVX 1800 and Lucent Technology's TNT switches.

If NO, which facility provider(s)'s services does the Applicant intend to use?

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Contact Communications, Inc. will provide advanced data services including ICD (Internet call diversion) and DSL (digital subscriber line) on a wholesale basis to ISPs (Internet service providers) and offer a full range of local exchange services, including two way voice communications, but excluding traditional single line POTS. The company will provide ASDL, SDSL, RADSL, and modem aggregation services.

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☐ n/a ☐ YES ☐ n/a ☐ NO



(Signature of Applicant)

Asst. Sec.

VERIFICATION

This application shall be verified under oath.

OATH

State of Wyoming
County of Laramie

Alexander Davison makes oath and says that he is Assistant Sec.
(Insert here the name of affiant) (Insert the official title of the affiant)
of Contact Communications
(Insert here the exact legal title or name of the Applicant)

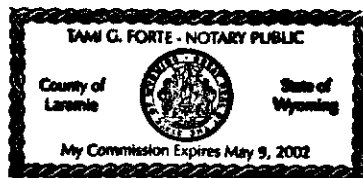
that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

Alex Davison
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Tami G. Forte
(Title of person authorized to administer oaths)

in the State and County above named, this 29th day of September, 2000.

Tami G. Forte
(Signature of person authorized to administer oath)



Standard Questions for Applicants Seeking Local Exchange Service Authority

1. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.
Contact Communications is seeking waivers for parts 710 and 735 because the company does not plan to occupy a physical presence in the state of Illinois. All accounting, billing, and technical support issues originate from the headquarters in Wyoming. In addition, the company provides wholesale service to other providers (primarily ISPs) rather than to end users.
2. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?
Initially, Contact Communications will be providing wholesale internet service to ISP's. Billing for these services will take the form of a contract with each ISP and payment will be made monthly to Contact Communications. At this time, providing, pay-per-call services is not in the business plan.
3. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?
Yes, to the extent that it applies to our current business plan.
4. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?
Yes, the company will comply in the event it provides direct service to end users. At this time, however, all records and billing will originate at the headquarters in Wyoming.
5. Who will provide customer repair service for your company?
The Operational Support Services of Contact Communications is responsible for delegating all complaints to the appropriate staff member(s). This customer support is available 24 hours a day and seven days a week for service, billing and repair questions. Once the problem is identified and cannot be solved promptly, an estimate of the time needed to solve the problem is given to the customer. If this timeframe is unacceptable or is not met, the customer is encouraged to contact the Commission for assistance. Additionally, qualified technicians will be available within the state to provide service when necessary.
6. How many people does the company employ?
At this time, the company employs 37 people and plans to hire 58 additional employees.
7. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?
Yes, to the extent that it applies to the current business plan. Initially, the company will not have direct contact with end users, however, in the event that Contact Communications provides voice service directly to the end user, it will fully comply.
8. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?
Once again, Contact Communications will comply in the event it provides service directly to the end user. The company's plan calls for the sale of wholesale services only.
9. Does your company plan on filing to become an Eligible Telecommunications Carrier?
Not at this time.
10. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?
yes
11. Will your company offer all of the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?
Yes, in the event that it provides service directly to the end user.

12. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?
Yes, in the event that it provides voice and data service directly to the end user.
13. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?
Yes.
14. Has your company signed and return the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?
No, not at this time.
15. How does your company plan to solicit customers once it begins to provide local service?
At this time, Contact Communications will not solicit end user customers since its primary customer base will be ISP's.
16. Has your company provided service under any other name?
No
17. Have any complaints or judgements been levied against the company? (Instate, out-of-state, or FCC). No.

Appendix B

9-1-1 Questions for Applicants Seeking Local Exchange Service Authority

1. Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?
Yes.
2. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?
Yes.
3. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?
Yes.
4. Who will be responsible for building and maintaining the 911 database for your local exchange customers?
In the event that voice service is provided directly to end users, a 911 database will be built by qualified employees or contract personnel who have previously satisfied the quality requirements of this commission..
5. How often will your company update the 911 database with customer information?
In the event that a 911 database is updated, Contact Communications will update it as much as is necessary to ensure quality service.
6. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?
Yes.
7. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?
Not at this time, however, in the event that it provides 911 services, these procedures will be put into place.
8. Will your company's proposal require any network changes to any of the 911 systems?
No
9. Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?
Yes, in the event that the company provides 911 service, it will comply with part 725
10. Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?
It is impossible to know until the company begins to provide service directly to end users.

Financial Questions for Applicants Seeking Local Exchange Service Authority

1. (Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?
The company is headquartered in Wyoming and will not need to have a physical presence in Illinois since it is not providing direct service to end users. In the event it provides direct voice service, it will reconsider part 710.
2. Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?
Yes.
3. Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?
Yes.
4. Will applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?
Yes.
5. Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?
Yes.
6. Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?
Yes, since the company's Illinois income will come from contracts negotiated with ISP's, the accounts will be easily separated for tax purposes.
7. If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?
Yes.
8. Does applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?
Yes.
9. Please attached a copy of applicant's chart of accounts.
The company has no present accounts in Illinois. Once certificated and active in Illinois, the company will provide complete information.

Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

1. Will customers have the ability to sign up with any long distance company they choose?
Yes
2. Will customers have the ability to use dial around long distance companies?
Yes
3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.
No.
4. Will customers have access to the Illinois Relay Service?
Yes
5. Will customers be able to make 1-800 calls for free?
Yes
6. Will the Company offer operator services?
Contact Communications will not initially be providing any voice service directly to the end user. Its initial customers will include ISPs. When it provides voice service, the company will re-evaluate this question.
7. Please describe how applicant plans to collect the monthly fee to be paid in advance.
Initially wholesale service provided to ISPs will be invoiced monthly pursuant to contract. As service expands to include retail customers, monthly billing will be sent.
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?
Yes
9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?
Yes. When CPE is provided by Contact payment terms may be arranged.
10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?
Customer's name
11. Will applicant offer prepaid service as a monthly service or as a usage service?
N/A
12. Will applicant provide a warning when the remaining value of service is about to cease?
N/A
13. Is the customer given more than one notice of the remaining value of service?
N/A
14. How much advance notice is given to the customer of the remaining value of service?
N/A
15. If the customer is in the middle of a call will they be disconnected when the remaining value of

service has expired?

N/A

16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?

N/A

17. When does the timing of a call start?

N/A

18. If the person called does not answer, is any time deducted from the customer's account?

N/A

19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?

N/A

20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)

N/A

21. Are applicant's services available to TTY callers?

Yes

22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?

N/A

23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?

When retail service is made available Contact Communications will adopt local calling areas which are at least as geographically extensive as the incumbent LEC's local area. However, the local calling toll free area may be larger than the those used by the incumbent.

6.

- a. Alex Davison, Attorney/Assistant secretary, P.O. Box 945, Cheyenne, WY 82003, 307-635-4111 fax: 307-635-6904, email: adavison@wyoming.com
- b. Bill Esposito, Customer Service, 937 West Main Street, Riverton, WY 82501, 307-856-6400, fax: 307-856-1499, email: bill@wyoming.com
- c. Bill Esposito, Customer Service, 937 West Main Street, Riverton, WY 82501, 307-856-6400, fax: 307-856-1499, email: bill@wyoming.com
- d. John Ganley, NOC Director, 937 West Main Street, Riverton, WY 82501, 307-856-6400, fax: 307-856-1499, email: john@wyoming.com
- e. Arlen Taggart, Vice President, 937 West Main Street, Riverton, WY 82501, 307-856-6400, fax: 307-856-1499, email: arlen@wyoming.com
- f. N/A
- g. N/A